



**Update**

**April 2008**

**No. 2008-33**

**Affected Entities:** All Programs

**To:** All Providers, HMOs and Other Managed Care Programs

## ForwardHealth interChange Training Available

The Department of Health and Family Services (DHFS) is offering information and training sessions to all providers on the ForwardHealth interChange system in July 2008. ForwardHealth interChange is the new system that will replace Wisconsin's existing Medicaid Management Information System (MMIS). This new system is supported by the state's fiscal agent, EDS. ForwardHealth interChange will support multiple state health programs, including Wisconsin Medicaid, BadgerCare Plus, the Wisconsin Chronic Disease Program, SeniorCare, and the Wisconsin Well Woman Program.

Registration for these sessions is required; however, there is no fee for attending. Seating is limited, so providers and billing staff should register early. In addition to the all-provider sessions, a separate set of dental-specific training sessions will be offered.

### ForwardHealth interChange

In October 2008, the Department of Health and Family Services (DHFS) will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment, and submit electronic claims, adjustments, and prior authorization requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process

enhancements and added benefits the new system will provide.

### ForwardHealth interChange System Training

ForwardHealth interChange system training sessions will be held at multiple locations throughout the state. Refer to Attachment 1 of this *Update* for locations, dates, and times.

### Topics Covered

These training sessions will provide an overview of the following features of the new ForwardHealth interChange system:

- Claims processing.
- Prior authorization processing.
- Enrollment verification.
- Financial processing.
- New Web portal.

### Dental-Specific Training Sessions Available

ForwardHealth interChange system training sessions specifically focused on dental providers will also be available in July 2008. Refer to Attachment 2 for locations, dates, and times for these sessions.

### Registration

Providers are required to register online or by telephone for these training sessions.

Providers with Internet access are strongly encouraged to use online registration. Seating is limited, so providers should register early. There is no registration fee for these training sessions.

### **Online Registration**

Providers may register online by going to [dhfs.wisconsin.gov/forwardhealth/](http://dhfs.wisconsin.gov/forwardhealth/). Providers may access the registration form by choosing the Training link.

All fields on the registration form are required. Once the form is completed, select “Register.” Registrants will receive a training session confirmation number that they should keep for their records.

### **Telephone Registration**

Providers may also register by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a training session confirmation number that they should keep for their records.

### **Questions Regarding Registration**

Providers who have questions about registration or are unable to attend a training session for which registration has been confirmed should call Provider Services. Providers should have their confirmation number available so the telephone correspondent can easily access the registration information.

### **Training Session Webcast**

A training session will be recorded and posted to the Web for on-demand viewing. Those who cannot attend a training session in person may view the recorded session

at their convenience in July. To prepare to view the recorded session, go to [webcast.wi.gov/](http://webcast.wi.gov/). This site provides information regarding general requirements for viewing a recorded session. Once these setup requirements are met, providers may access the recorded training session at [dhfs.wisconsin.gov/webcast/](http://dhfs.wisconsin.gov/webcast/). To access the recorded session, choose “View the catalog of our webcasts,” and then select “Provider & Partner Training” under the “2008 Events” heading on the left menu. The recorded session will be available after the July training sessions. Providers do not need to register to view the recorded Webcast.

*Note:* The training presentation handout will be available for download at [dhfs.wisconsin.gov/forwardhealth/](http://dhfs.wisconsin.gov/forwardhealth/). Providers are encouraged to print a copy of the presentation handout prior to viewing the Webcast.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health and Family Services (DHFS). Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHFS.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/).

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# ATTACHMENT 1

## ForwardHealth interChange All-Provider Training Sessions Schedule

Location	Date and Time
Radisson Hotel LaCrosse 200 Harborview Plz <b>LaCrosse</b> WI 54601 (608) 784-6680	<b>July 14, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Ramada Inn & Suites 10290 N Hwy 27 S <b>Hayward</b> WI 54843 (715) 634-4100	<b>July 15, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Holiday Inn – Campus Area 2703 Craig Rd <b>Eau Claire</b> WI 54701 (715) 835-2211	<b>July 16, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
The Inn on Lake Superior 350 Canal Park Dr <b>Duluth</b> MN 55802 (888) 668-4352	<b>July 16, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Best Western Hudson House Inn 1616 Crestview Dr <b>Hudson</b> WI 54016 (715) 386-2394	<b>July 17, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Wildemess Hotel & Golf Resort 45 Hillman Rd <b>Wisconsin Dells</b> WI 53965 (800) 867-9453	<b>July 18, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Four Points Sheraton North 8900 Kildeer Ct <b>Brown Deer</b> WI 53209 (414) 355-8585	<b>July 21, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
The Pointe Resort Hotel & Suites 8269 Hwy 51 S <b>Minoqua</b> WI 54548 (888) 356-4431	<b>July 21, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Radisson Hotel Milwaukee Airport 6331 S 13 <sup>th</sup> St <b>Milwaukee</b> WI 53221 (414) 764-1500	<b>July 22, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.

## ForwardHealth interChange All-Provider Training Sessions Schedule (cont.)

Location	Date and Time
<p>Radisson Hotel Pewaukee N14 W24140 Tower Pl <b>Pewaukee</b> WI 53072 (262) 506-6300</p>	<p style="text-align: center;"><b>July 23, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Best Western Harborside Inn &amp; Kenosha Conference Center 5125 6<sup>th</sup> Ave <b>Kenosha</b> WI 53140 (262) 658-3281</p>	<p style="text-align: center;"><b>July 24, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Holiday Inn 1001 Amber Ave <b>Stevens Point</b> WI 54481 (715) 344-0200</p>	<p style="text-align: center;"><b>July 24, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Radisson Hotel Green Bay 2040 Airport Dr <b>Green Bay</b> WI 54313 (920) 494-7300</p>	<p style="text-align: center;"><b>July 25, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Comfort Inn 1345 Business Park Rd <b>Mineral Point</b> WI 54481 (608) 987-4747</p>	<p style="text-align: center;"><b>July 28, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Radisson Hotel Madison 517 Grand Canyon Dr <b>Madison</b> WI 53719 (608) 833-0100</p>	<p style="text-align: center;"><b>July 29, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>
<p>Holiday Inn Express 3100 Wellington Pl <b>Janesville</b> WI 53546 (608) 756-3100</p>	<p style="text-align: center;"><b>July 31, 2008</b></p> <p>Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.</p>

# ATTACHMENT 2

## ForwardHealth interChange Dental-Specific Training Sessions Schedule

Location	Date and Time
Radisson Hotel LaCrosse 200 Harborview Plz <b>LaCrosse</b> WI 54601 (608) 784-6680	<b>July 15, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
The Plaza Hotel & Suites 201 N 17 <sup>th</sup> Ave <b>Wausau</b> WI 54401 (800) 754-9728	<b>July 23, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Holiday Inn Green Bay - Stadium 2785 Ramada Way <b>Green Bay</b> WI 54304 (920) 569-4248	<b>July 29, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Sheraton Milwaukee Brookfield 375 S Moorland Rd <b>Brookfield</b> WI 53005 (262) 786-1100	<b>July 30, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.
Comfort Inn and Suites Madison 4822 E Washington Ave <b>Madison</b> WI 53704 (608) 244-6265	<b>July 31, 2008</b> Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 4:30 p.m.